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Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: OUTREACH SUPERVISOR (NON-CLASSIFIED)

DEFINITION:

Under general direction, to plan, organize, and direct the work of Outreach Workers trained to perform outreach, mentoring, social and intervention services to a pre-selected caseload of applicants and/or recipients of Project BRIDGE Grant Program or to the homeless individuals and families on the streets, in service venues and other locations where they can be found in the City of Riverside; to provide referral functions for community and federally funded employment and training programs serving youth; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

The Outreach Supervisor is the first level of supervision for the Outreach Worker/Project BRIDGE staff. Incumbents in this class perform work requiring advanced assessment skills, and a broad knowledge of social work concepts. Positions in this class are normally filled by advancement from the Outreach Specialist level, or when filled from the outside, require prior experience. The incumbent assigned to Homeless Outreach serves as a member of the team and is expected to perform the same routine services as the Outreach Specialist under general supervision within a framework of established procedures and precedence. This class is distinguished by the ability to provide direction to the other members of the Outreach Team under general supervision of higher level management staff and the ability to exercise some discretion in choosing among a number of alternatives in solving problems and achieving program objectives.

Incumbents assigned to this classification shall be appointed "at-will" and exempt from the classified service and serve at the pleasure of the City Manager or designee.

REPORTS TO: Program Manager or Project Director or Homeless Services Coordinator.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Program Manager or Project Director, Homeless Services Coordinator or higher level management. Exercises general supervision over Project BRIDGE clerical staff, Outreach Workers, and Lead Outreach Workers.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Plan, assign, and directs the work of Outreach Workers performing the more routine assignments to ensure the delivery of program services.
- Provide effective leadership in staff development and in-service training programs.
- Make or review decisions on caseloads involving the services being performed under direct supervision.
- Evaluates the effectiveness of policies and procedures.

- Represents the program at conferences and addresses concerns raised by individuals relative to assigned areas of responsibility; may represent the program on matters relating to the service aspects of the program.
- Evaluates the performance of subordinates and takes or recommends appropriate courses of action.
- Participates in home visits with Outreach Workers to provide assistance, answer questions, assess needs, and provide orientation on available services to participant and family members.
- Review client cases; formulate plans for client to participate in educational and psychosocial assessments, work skills training, parenting classes, anger management workshops, diversity training or substance abuse treatment.
- Serve as an advocate for participants in securing social services; provide encouragement and support to participants in securing and/or following through on services.
- Assist participants in their development of short and long-term personal goals; provide supportive counseling and assist participants in recognizing and addressing home, family, and social conditions contributing to problems; instruct participants on appropriate methods of social and life skills.
- Transport participants as needed.
- Participate in community activities and projects.
- Maintain records and prepare reports.
- Serves as liaison between the participant, the City of Riverside, and other agencies, individuals, organizations, or community groups.
- Maintain effective working relationships with participants, family members, project staff, and collaborating agencies.
- Interview applicants for employment and training programs to determine eligibility for employment opportunities and provide information concerning these programs.
- Interview potential participants regarding their interest, education, and work experience, employment and assist them in determining realistic job or training possibilities and completion of registration and eligibility forms.
- Refer eligible participants for assessment and vocational counseling, and for other job placement, services, and training provided by other agencies, conduct training programs.
- Develop and maintain liaison with community, business, and government agencies for applicant referral and placement. Complete a variety of forms such as those used in tracking clients.

In addition, when assigned to serve as the Homeless Services Supervisor:

- Conduct mobile outreach to homeless persons on the streets, social services venues and other locations where they are located.
- Screen and conduct intake and assessment interviews with homeless individuals, including medical/mental health history, in order to identify social service needs and make appropriate referrals.
- Assist participants in their development of short and long-term case management goals that will include strategies to overcome barriers to self-sufficiency and to obtain permanent housing.

- Serve as an advocate for participants in securing social services, mainstream benefits, housing opportunities, and provide support to participants in securing and/or following through on services.
- Establish and maintain liaison relationships with City staff, community organizations, law enforcement, public and private agencies, business owners and operators, and the general public in order to respond to specific concerns as it relates to homeless individuals and issues of homelessness in general.
- Respond to community complaints and general requests for information and services.
- Transport participants, as needed.
- Participate in program related coalitions, meetings, partnerships, community activities and projects.
- Assist with community education and outreach on homeless issues.
- Maintain documentation and records of participant contacts and assist in preparation of reports on participant progress and status.
- Provide training and field direction to Outreach Specialists.
- Participate in project presentations as assigned.
- Maintain documentation and records and prepare reports on status of outreach program as well as team projects and assignments as required; assist in preparation of statistical and other program reports as assigned.
- Assist in coordination of community outreach and education on homeless issues.
- Assist in planning, implementing and evaluating outreach program services.

QUALIFICATIONS

Knowledge of:

- The Riverside area, including neighborhood dynamics, familiarity with gang distribution, and interaction within specific neighborhoods.
- Principles and techniques of personnel management, supervision, and training.
- Business practices, English usage, spelling, and arithmetic.
- Cultural and ethnic attitudes towards community service programs.
- Principles of interviewing, problem solving methods, and counseling techniques.
- Community organizations and the services they provide.
- Principles and techniques of case management.
- Current social problems and methods of approaching those problems and trends.
- Principles involved in the nature, growth, and development of personality and in-group processes.

In addition, when assigned to serve as the Homeless Services Supervisor:

- The streets and geographic territories that make up the greater Riverside community.

- Social service providers, community organizations and other public and private agencies within the local homeless continuum of care.
- Mainstream public benefits programs including their eligibility requirement and application procedures.
- General principles and practices of effective counseling, case management and intervention techniques for dealing with hard-to-reach, difficult to serve and special needs populations in general.
- General principles and practices of street outreach service, including appropriate safety guidelines and procedures.
- General principles of mental health assessment, intervention techniques and treatment service referrals.
- General principles of substance abuse assessment, intervention techniques and recovery service referrals.
- General principles of housing needs assessment, short-term and long-term housing options and housing placement strategies and techniques.
- Client service and case management documentation and reporting requirements.
- Specialized intervention techniques for assisting individuals with mental health and/or substance abuse histories.
- Principles and practices of coordinated multi-disciplinary service strategies and effective team coordination.

Ability to:

- Clearly communicate ideas, in both written and verbal form, and to understand and relate to the needs of program participants of all ethnic, cultural, educational, and socio-economic backgrounds.
- Analyze situations accurately and assess the needs of individual clients, family dynamics, and potential barriers to service, and make decisions in accordance with regulations and established policies.
- Plan, organize, and direct the work of subordinate staff.
- Interpret data pertinent to caseload management and evaluate the effectiveness of efforts in solving problems.
- Organize and maintain cooperative relationships with community groups and resource agencies.
- Prepare and maintain records and reports.
- Effectively train staff in casework methods and techniques.
- Make effectively presentations.
- Monitor client progress toward established goals.
- Explain and interpret program and policies to clients, agencies, and organizations

In addition, when assigned to serve as the Homeless Services Supervisor:

- Demonstrate team leadership and effective discretionary decision-making.
- Coordinate and maintain documentation of team services and prepare required reports.

- Effectively coordinate multi-disciplinary services strategies to address participant needs and meet project objectives.
- Work and lead team independently in absence of direct supervision.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to an Associate degree from an accredited college or university with major work in social science, sociology, education, or criminal justice. Additional qualifying experience may be substituted for the required education on a year for year basis.

Experience: Three years of full time experience working with the homeless or in performing client directed services in either a social services or a mental health agency or two years of full time experience working with youth, (preferably at-risk or gang-involved youth) in case management, and supervision of Outreach Workers. Bilingual (English/Spanish) is highly desirable. Additional qualifying education may be substituted for the required experience on a year for year basis.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid, Class "C" California Motor Vehicle Operator's License, and reliable transportation. Must be available to work evenings and weekends, and provide services to project clients at numerous locations, including but not limited to community parks and recreational centers, Human Resources Department, School District campuses, and other locations as required.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Outreach Supervisor

TO: Project Director or Program Manager